



State of Illinois
Illinois Commerce Commission
Service Quality and Customer Credit Reporting
Quarterly Filing

Illinois Consolidated Telephone Company
for Filing Period 10/1/2009 to 12/31/2009
Tracking Number 3183

Performance Data - Code Part 730

| | October | November | December | Quarterly Average |
|--|----------|----------|----------|----------------------|
| A. Operator Answering Time - Toll and Assistance Section 730.510(a)(1) | 8.30 | 6.30 | 7.70 | 7.43 |
| B. Operator Answer Time - Information Section 730.510(a)(1) | 8.30 | 6.30 | 7.70 | 7.43 |
| C. Repair Office Answer Time Section 730.510(b)(1) | 12.00 | 15.00 | 12.00 | 13.00 |
| D. Business or Customer Service Answer Time Section 730.510(b)(1) | 13.00 | 31.00 | 20.00 | 21.33 |
| E. Percent of Service Installations Section 730.540(a) | 100.00 % | 100.00 % | 99.70 % | 99.90 % |
| F. Percent of Out of Service Lines Repaired in < 24 hours Section 730.535(a) | 95.10 % | 92.50% * | 94.74% * | 94.11% * |
| G. Trouble Reports per 100 Access Lines Section 730.545(a) | 1.11 | 1.06 | 1.05 | 1.07 |
| H. Percent Repeat Trouble Reports Section 730.545(c) | 6.38 % | 5.99 % | 7.31 % | 6.56 % |
| I. Percent of Installation Trouble Reports Section 730.545(f) | 1.46 % | 1.34 % | 1.91 % | 1.57 % |
| J. Missed Repair Appointments Section 730.545(h) | 0 | 0 | 0 | 0 |
| K. Missed Installation Appointments Section 730.540(d) | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(a)

| Out of Service More Than 24 Hours | October | November | December | Totals |
|--|----------|----------|----------|----------|
| A. Total dollar amount of all customer credits paid | \$300.00 | \$445.00 | \$245.00 | \$990.00 |
| B. Number of credits issued for repairs - 24-48 hours | 45 | 73 | 45 | 163 |
| C. Number of credits issued for repairs - 48-72 hours | 11 | 0 | 4 | 15 |
| D. Number of credits issued for repairs - 72-96 hours | 0 | 4 | 0 | 4 |
| E. Number of credits issued for repairs - 96-120 hours | 1 | 0 | 0 | 1 |
| F. Number of credits issued for repairs > 120 hours | 0 | 0 | 0 | 0 |
| G. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| H. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(b)

| Failure to Install Basic Local Exchange Service | October | November | December | Totals |
|--|---------|----------|----------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of installations after 5 business days | 0 | 0 | 0 | 0 |
| C. Number of installations after 10 business days | 0 | 0 | 0 | 0 |
| D. Number of installations after 11 business days | 0 | 0 | 0 | 0 |
| E. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |
| F. Number of customers receiving alternate phone service rather than receiving a credit | 0 | 0 | 0 | 0 |

Credit due in accordance with Section 732.30(c)

| Missed Appointments | October | November | December | Totals |
|--|---------|----------|----------|--------|
| A. Total dollar amount of all customer credits paid | \$0.00 | \$0.00 | \$0.00 | \$0.00 |
| B. Number of customers receiving credits | 0 | 0 | 0 | 0 |
| C. Number of exemptions claimed for each of the categories identified in Section 732.30(e) | 0 | 0 | 0 | 0 |